



Action Plan CM Mexico - Supervisor Assessment

Moderator:

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Objectives

PART ONE

- *Correlation between Actual metrics and How many Outliers Have it*
- *Moderators More Affected AHT*
- *More Commonly (RCA) And how detect it*
- *Smart Plan to improve the METRICS*

PART TWO

- ~ Analyzing the Absenteeism and Adherence
 - ~ Agents priority, based on one by one Sessions
- ~ *Action Plan using available resources to improve a better adherence*
- ~ Conclusión

Have a deviation to 0,9% this are a minimum value but can be considered to a positive correlation that say what actually with more time better accuracy be goal in the week.

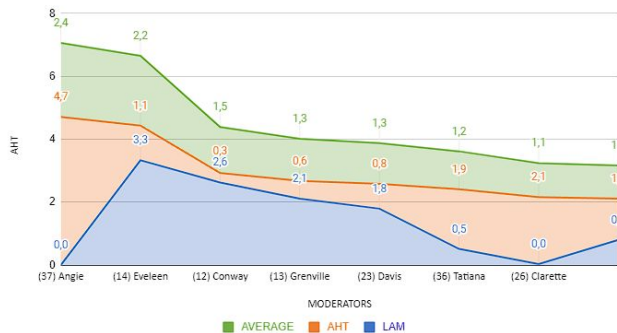
AVERAGE METRICS PER MODERATOR

Rep	CV LAM	CV AHT	CV PROM
(37) Angle	0,0	4,7	2,4
(14) Eveleen	3,3	1,1	2,2
(12) Conway	2,6	0,3	1,5
(13) Grenville	2,1	0,6	1,3
(23) Davis	1,8	0,8	1,3
(36) Tatiana	0,5	1,9	1,2
(26) Clarette	0,0	2,1	1,1
(33) Austen	0,8	1,3	1,1

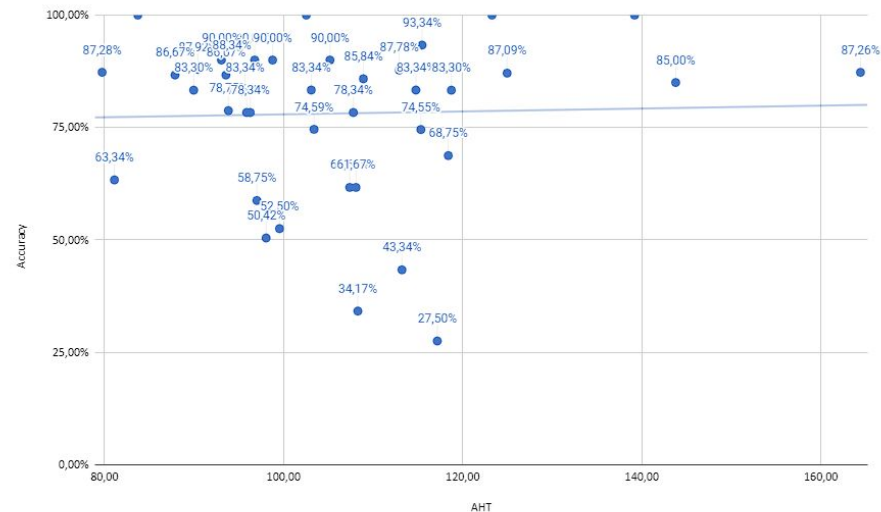
CV PROM

0,0	2,4	0,6	0,6
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AVERAGE METRICS PER MODERATOR



CORRELATION BETWEEN AHT AND ACCURACY



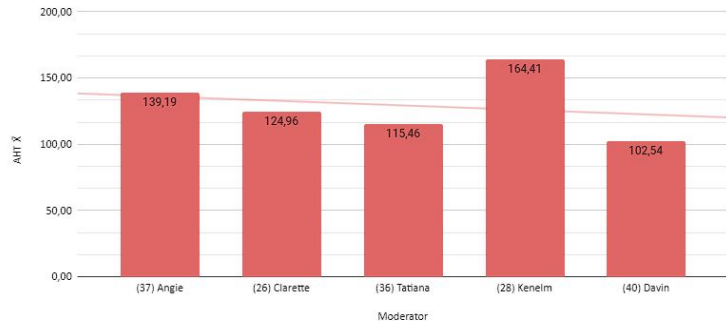
Actually the teams count with 40 Moderators. The 20% have a coefficient of variation $\geq 1,0$ the more affected metric are the AHT in relations of the last weeks. No one achieved the objective requested by the operation.

AVERAGE METRICS PER MODERATOR

Rep	AHT X	CV AHT
(37) Angie	139,19	4,7
(26) Clarette	124,96	2,1
(36) Tatiana	115,46	1,9
(28) Kenelm	164,41	1,6
(40) Davin	102,54	1,5

CV AHT			
MIN	MAX	PROM	MEDIANA
0,0	4,7	0,8	0,4

MORE AFFECTED MODERATORS



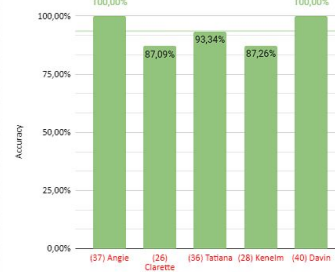
- In these agents we can see excellent Accuracy management but an impact on the moderation time.
- The main reason that can be assumed by looking at the moderation times per ticket would be that they overthink when tagging.
- We can notice changes (WoW) we can start monitoring good practices such as searching the policy as well as relying on workplace material and colleagues.

- The most affected metric is the CV AHT since it has both the mean and the highest maximum of the metrics.
- Although there is improvement by most of the moderators, the work is not achieving the required objective.
- Actions need to be taken with the agents (37) Angie, (26) Clarette, (36) Tatiana, (28) Kenelm, (40) Davin who are the ones that most affect the market in AHT

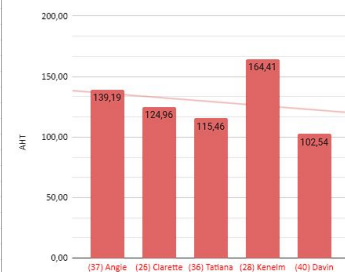
AVERAGE METRICS PER MODERATOR

Rep	Score W1	Score W2	Score X	AHT W1	AHT W2	AHT X	CV LAM	CV AHT
(37) Angie	100,00%	100,00%	100,00%	222,39	55,99	139,19	0,0	4,7
(26) Clarette	86,67%	87,50%	87,09%	87,36	162,56	124,96	0,0	2,1
(36) Tatiana	100,00%	86,67%	93,34%	149,01	81,92	115,46	0,5	1,9
(28) Kenelm	87,92%	86,60%	87,26%	191,80	137,02	164,41	0,1	1,6
(40) Davin	100,00%	100,00%	100,00%	75,65	129,43	102,54	0,0	1,5

AVERAGE ACCURACY



AVERAGE AHT



Commonly RCA causes

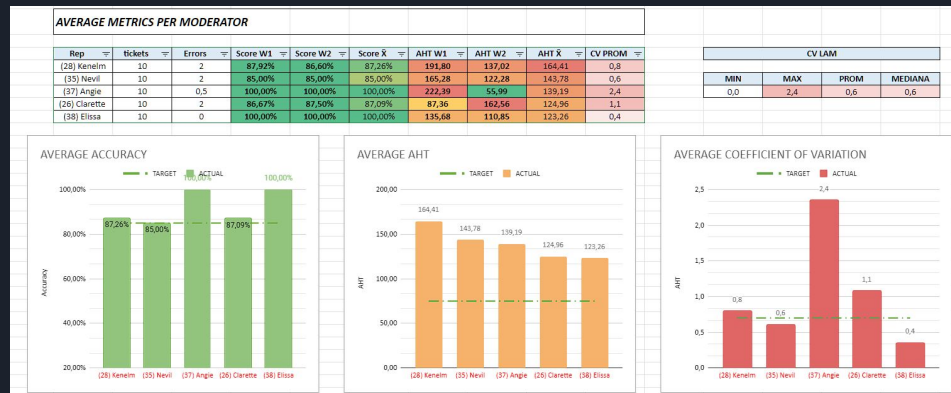


Worst LAM

- Miss tagging
- No follow protocol
- Overthinking
- Environment
- Poor Management

Worst AHT

- Lack of Accountability
- Work Avoidance
- Lack motivation
- No Handle



Week 1° - MORE IMPACTED ELEMENTS

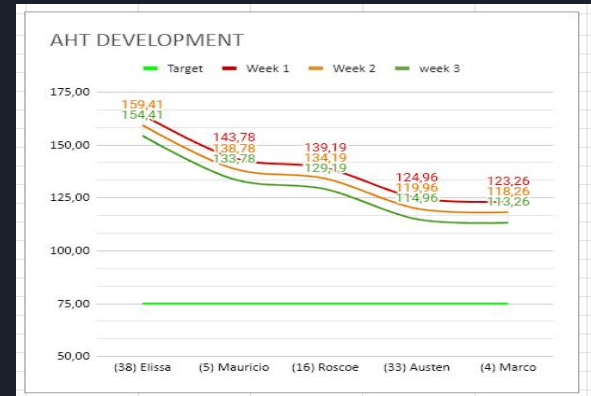
Made a review of more impacted Agents to work and get the better resources using a 0,9% of improvement of the agent using like.

- Focus groups
- Strategic seating
- Focus Management



Week 3 th

- If at this point there is no improvement, begin with a plan to gather the agents who remain off target and initiate a strong recall of the policy with examination every two days about how to search the policy and what the risk indicators are. in a job
- Give all the help needed to improve the better skills previously mentioned



Week 2 th

- review the use of commonly used terms as well as the most frequently repeated jobs to be aligned with the operation
- as a pilot plan to reduce reading time searching for common terms on policy to get the better metrics



Absentis analysis and new plans to improve

- What agent have priority?

FIRST. Thinking about the agent's, listen to their situations as well as the options for reasons for their absences.

Start disciplinary process for the agents what no have right reasons for their absences.

Recommend reduction to hours to the students to no lost her jobs or Change of shift

talk to laboral medics to hear if have a real reason to no come to work and recommend make a transfer job to care the health of the agent



Adherence Plan

- First contact Meeting to have visual about the problems with schedules to send news to workforce
- Review the agents more affected in adherence and start coachings with them to resolve this practices
- start disciplinary process if the case required, in base of teleperformance Agreement



- Reorder the time to breaks and lunch whit support to workforce if are possible
- Use tools as the available times so that the agents can exit together and no affect the adherence
- have special focus to the agent join and exit to shift or times, to no take times and avoid longs lines to join and problems relates
- make a recommended plan to use of bathrooms and schedules



Thank You All for Your Time

Do you Have Any
Questions?

